

Solution Case Study

leadec
Industrial Services

Leadec are a global leader in industrial technical services for the automotive manufacturing industry. Employing over 20,000 people at over 200 locations worldwide. They offer networking capacity and performance of a global player with the personal support of a regional partner.

With a 22-year trading relationship, Fairburn have the complete trust of Leadec to deliver on their customer service promises in non-core facilities management packages. Anything other than world-class performance by Fairburn could cause embarrassment to Leadec and even penalties and damaged customer relationships. Acting on behalf of Leadec, Fairburn have to control costs and focus on delivering best value to the end customer. Fairburn regularly communicate directly with the end customer to speed

up delivery whilst protecting Leadec's relationships.

Over 2018, Fairburn have delivered an average call out **response time of 2½ hours**, and the technical expertise in Automotive paint shop process heating systems ensures excellent service. Regular structured meetings with Leadec are held to review work done, share learning and plan for future requirements.

"For over 20 years, Craig and his team have provided a first-rate service to our customers across the Automotive industry. Our customers are delighted with their response time and the value they deliver, and we are happy to trust them with our most valuable customer relationships."

Tony Hancock
Technical Service Manager

